

The State of Delaware

Health Data Warehouse Request for Proposal (RFP)

Summary for the SEBC

December 14, 2020

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RFP background

Overview

- The State of Delaware (the State) engaged Willis Towers Watson (WTW) to support a procurement for health data warehouse services for the Group Health Insurance Program's (GHIP) medical, health management and pharmacy programs
 - The incumbent data warehouse vendor (IBM Watson Health) currently maintains claims data file feeds from Highmark Delaware, Aetna, CareVio and Express Scripts on a monthly basis
 - Detailed enrollment data is also provided to IBM Watson Health by Highmark Delaware and Aetna to maintain eligibility information for the GHIP population
 - The GHIP's total population includes approximately 129,000 active and retired employees and their dependents
 - Included in this population are approximately 16,000 employees, retirees and their dependents from non-State groups that are allowed to participate in the GHIP according to Delaware Code
 - IBM currently offers a decision support tool (myBenefitsMentor) that helps plan participants with selecting a medical plan option at the point of enrollment
- The State's current contract with IBM Watson Health expires at the end of FY21
 - In an effort to maximize the analytic value delivered through the current data warehousing arrangement, the SEBC issued an RFP with a contract effective date of July 1, 2021

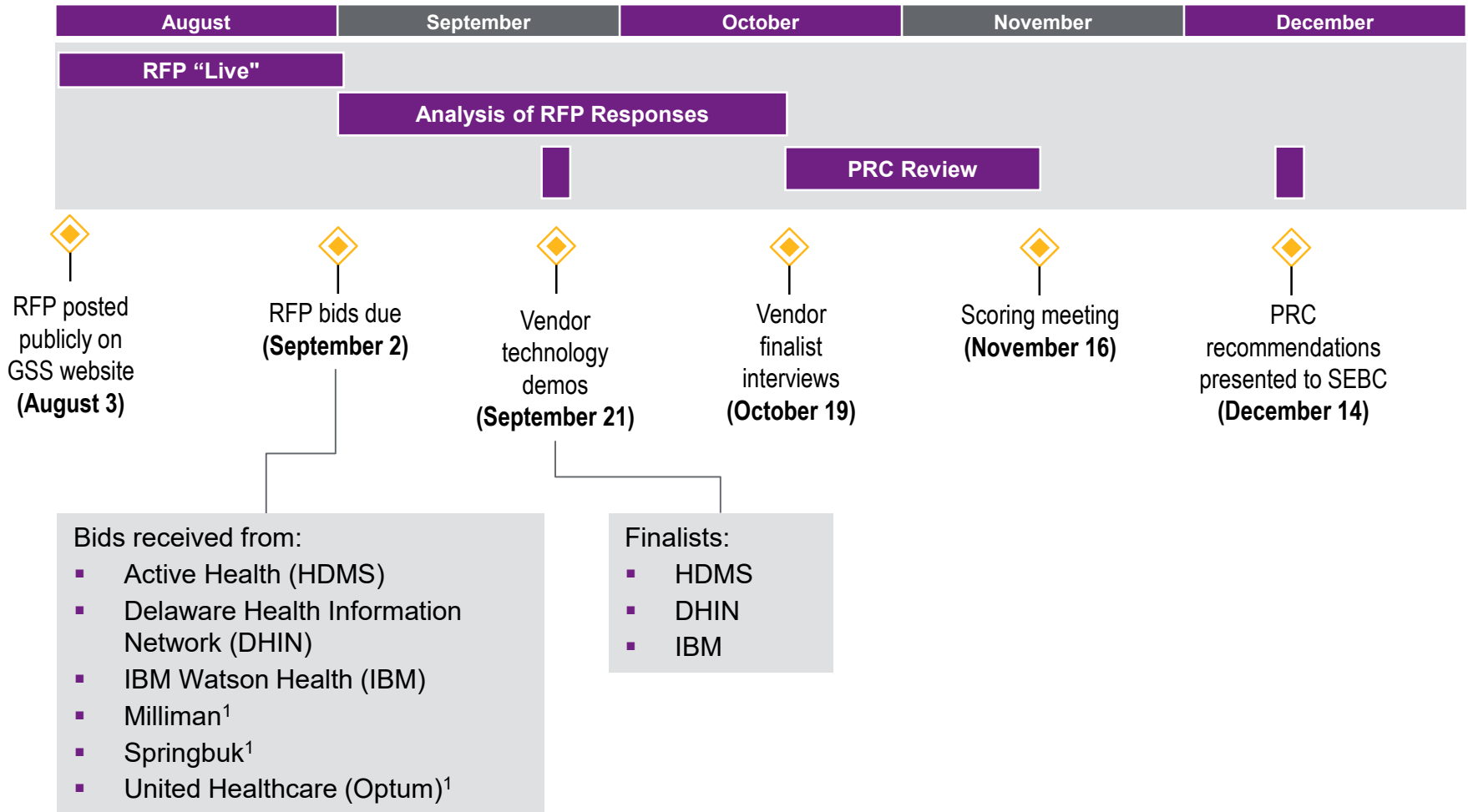
Data warehouse objectives and scope of services

As outlined in the RFP

- **Data warehousing and analytics solution** that interfaces with the State's vendor partners to obtain raw data and troubleshoot any issues with the data files. Operationally manages the data through quality measures and uploads data into a robust and easy-to-use tool set for use by the State. Accepts participant enrollment and claim data in the format established by the State's benefit partners. Possesses robust analytic tools and capabilities, include detailed benchmarking.
- **Support healthcare consumerism initiatives** of the State
- **Excellent account management services** supporting long-term initiatives and day-to-day processes
- **A dedicated onsite analytic resource** to provide supplemental support on a regularly scheduled and ad hoc basis
- **Meaningful and timely management reporting** including incurred claims, site of service steerage, high cost claimants reports; agency and school district dashboards; and ad hoc reporting as requested by the State
- **Competitive financial terms** including administrative fees, performance guarantees and implementation credits if applicable
- **Superior program implementation support** for general implementation efforts (applicable to non-incumbent vendors) and the implementation of any new data elements requested by the State (applicable to all vendors)
- **Ability to maintain data security** as outlined by the State's minimum requirements
- **Willingness to agree to State contracting requirements**

RFP timeline

 Milestone



1. Did not meet critical minimum requirements.

PRC scoring and recommendations

Please refer to the PRC recommendation for award of contract (dated November 16, 2020) for details on the outcomes of the PRC scoring meeting and recommendation to the SEBC